

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

In the application of :	HESSION, Patrick
	: McCORMACK, Tony
	: HICKEY, James
Serial No.	: 10/741,518
Filed	: December 19, 2003
For	: Methods of monitoring communications sessions in a contact centre
Examiner	: Tieu, Benny Quoc
Art Unit	: 2614

RESPONSE TO OFFICE ACTION OF JANUARY 4, 2007

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of January 4, 2007, the Applicants make the following amendments and remarks: